



Performance Report: March

Measure

Data

Unemployment Insurance	
Total Benefits Paid	\$ 14,541,031
Unpaid Pending Claims	587†
Pending Appeals	73,875*

Customer Contact Center Data	
Total Calls Handled	137,446
Average Wait Time for all Calls	1.84 min

Labor Market Data	
Initial Claims	11,025
Continued Claims	45,077
Unemployment Rate	3.0 %
Labor Force	4,311,629
Labor Force Participation Rate	63.3 %

Workforce Services Data	
Customers Served in Virginia Workforce Connection	13,472
New Employment Services Customers	3,459
New Intensive Reemployment Customers	3,582
New Trade Impacted Workers Enrolled	20
Veterans with Significant Barriers to Employment Served	421
Work Opportunity Tax Credits Awarded	\$ 15,856,400

† as of 4/1/2022

* as of 4/2/2022